

ERM Missing Member Report QRG - Employer

Missing Member Report

Use this Quick Reference Guide (QRG) to produce the Missing Member Report from the Employer Reporting and Management (ERM) system. This report should be produced on a regular basis to avoid problems with uploading and processing Wage and Contribution Reports.

The instructions contained in this QRG are also included in the [Employer Reporting & Maintenance](#) section of the INPRS website in the [ERM – Manuals](#) page.

If you have questions contact the Employer Pension Plan Administration (EPPA) at (888) 876-2707 (Toll-free) and speak with an Employer Service Representative (ESR).

In ERM

In order to access the report and make the changes necessary to address the missing member situation, you must have the appropriate permissions in ERM for these functions. Otherwise, items like the Submission Unit, etc., will not display for you. If this is an issue, contact your Clerk/Treasurer to request an update to your permissions in ERM or to find out who should be performing these tasks.

Access the Missing Member Report

To access the *Home Dashboard* for a Submission Unit:

1. Select your Submission Unit from the table on the ERM *Home* screen.
2. Click **Next**. The *Home Dashboard* for the selected Submission Unit opens, as shown in Figure 1.

Figure 1: Home Dashboard

Home Dashboard Submission Unit : CITY OF INDIANAPOLIS

Notifications

Title	Author	Date Received	Message
No data to display.			

Exceptions Summary

Exception Type	Count	Oldest (In Days)
Wage and Contribution or Adjustment	0	N/A
Wage and Contribution Settlement Adjustment	0	N/A
Member Enrollment	0	N/A
Member Maintenance	1	76
Missing Members Greater Than 60 Days	1590	2325

Payroll Calendar

Pay Date	Status
5/17/2019	Past Due
5/24/2019	Past Due
5/24/2019	Past Due
5/31/2019	Past Due

Missing Member Report

Click here to generate Missing Member Report for the user [View Missing Member Report](#)

[Back](#)

The *Home Dashboard* displays the following for the selected Submission Unit:

- Notifications

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- Exceptions Summary
- Payroll Calendar
- **Missing Member Report**

View and Review the Report

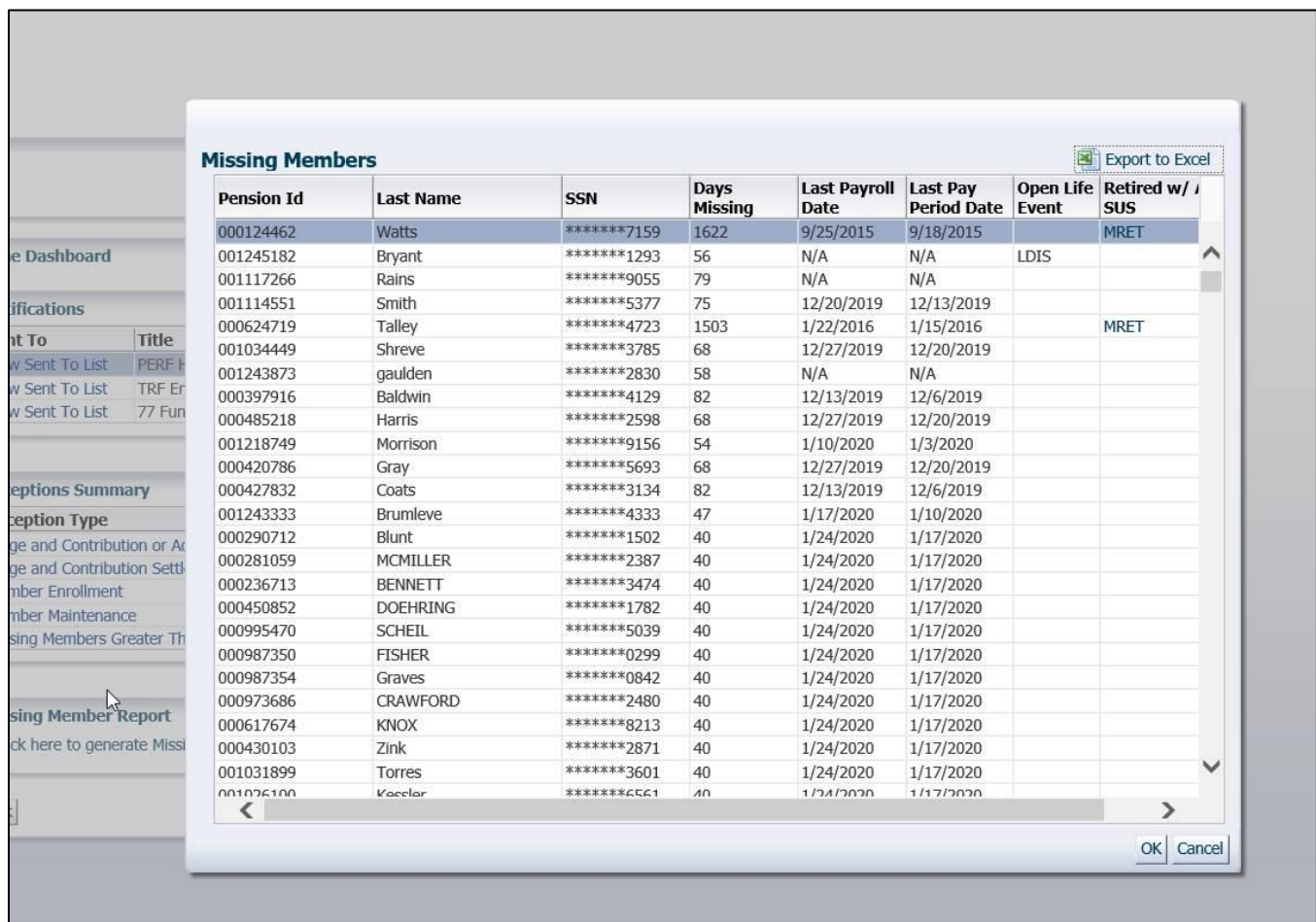
There are two Missing Member reports available as outlined in the following sections.

Missing Member Report (> 30 Days)

The *Missing Member Report* section on the *Home Dashboard* allows viewing those members in your Submission Unit who have not had a wage and contribution transaction submitted for between 30 and 59 days (>30).

To view a missing member report, click **View Missing Member Report**, and the report displays as shown in Figure 2.

Figure 2: Missing Member Report on ERM Home > 30



The screenshot displays a web application interface for the ERM Missing Member Report. A modal window titled "Missing Members" is open, showing a table of members. The table has columns for Pension Id, Last Name, SSN, Days Missing, Last Payroll Date, Last Pay Period Date, Open Life Event, and Retired w/ SUS. The table lists 25 members, with the first few having "MRET" status and others having "LDIS" status. The "Days Missing" column shows values ranging from 40 to 1622. The "Last Payroll Date" and "Last Pay Period Date" columns show dates from 2015 to 2020. The "Open Life Event" column shows "LDIS" for some members. The "Retired w/ SUS" column shows "MRET" for some members. The table is scrollable, and there are "OK" and "Cancel" buttons at the bottom right. An "Export to Excel" button is located at the top right of the table.

Pension Id	Last Name	SSN	Days Missing	Last Payroll Date	Last Pay Period Date	Open Life Event	Retired w/ SUS
000124462	Watts	*****7159	1622	9/25/2015	9/18/2015		MRET
001245182	Bryant	*****1293	56	N/A	N/A	LDIS	
001117266	Rains	*****9055	79	N/A	N/A		
001114551	Smith	*****5377	75	12/20/2019	12/13/2019		
000624719	Talley	*****4723	1503	1/22/2016	1/15/2016		MRET
001034449	Shreve	*****3785	68	12/27/2019	12/20/2019		
001243873	gaulden	*****2830	58	N/A	N/A		
000397916	Baldwin	*****4129	82	12/13/2019	12/6/2019		
000485218	Harris	*****2598	68	12/27/2019	12/20/2019		
001218749	Morrison	*****9156	54	1/10/2020	1/3/2020		
000420786	Gray	*****5693	68	12/27/2019	12/20/2019		
000427832	Coats	*****3134	82	12/13/2019	12/6/2019		
001243333	Brumleve	*****4333	47	1/17/2020	1/10/2020		
000290712	Blunt	*****1502	40	1/24/2020	1/17/2020		
000281059	MCMILLER	*****2387	40	1/24/2020	1/17/2020		
000236713	BENNETT	*****3474	40	1/24/2020	1/17/2020		
000450852	DOEHRING	*****1782	40	1/24/2020	1/17/2020		
000995470	SCHEIL	*****5039	40	1/24/2020	1/17/2020		
000987350	FISHER	*****0299	40	1/24/2020	1/17/2020		
000987354	Graves	*****0842	40	1/24/2020	1/17/2020		
000973686	CRAWFORD	*****2480	40	1/24/2020	1/17/2020		
000617674	KNOX	*****8213	40	1/24/2020	1/17/2020		
000430103	Zink	*****2871	40	1/24/2020	1/17/2020		
001031899	Torres	*****3601	40	1/24/2020	1/17/2020		
001026100	Kessler	*****6561	40	1/24/2020	1/17/2020		

The *Missing Member Report* contains the following information, as shown in Figure 2:

- Pension ID
- Last Name

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- SSN (partial)
- Days Missing – this is the number of days from the Last Pay Period Date to the current date. If the number is > 60, the member will show up on the *Missing Member Report > 60* (see Figure 3)
- Last Payroll Date
- Last Pay Posted Date
- Open Life Event

This report can be exported to Excel for further evaluation, etc., by clicking the **Export to Excel** option at the top of the *Missing Members* screen.

Missing Members Greater Than 60 Days

If the **Missing Members Greater Than 60 Days** is selected from the *Exception Summary* section (Figure 2), the **Miss MBR > 60** tab in the *Exception Queue* displays (see Figure 3). At this point the information is in the Missing Member Exception Queue and is available to be resolved by the employer.

Figure 3: Missing Members Report > 60

PID	SSN	Last Name	Last Pay Period End Date	Resolve By Date	ERROR	Action
000397916	***-**-4129	Baldwin	12/6/2019	3/6/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
000427832	***-**-3134	Coats	12/6/2019	3/6/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
001117266	***-**-9055	Rains	N/A	3/9/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
001114551	***-**-5377	Smith	12/13/2019	3/13/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member
001034449	***-**-3785	Shreve	12/20/2019	3/20/2020	No W&C, W&C Adjustment, or Life Event in the past 60 days.	Terminate Member

Information
Records older than 90 days will result in the inability to submit future Wage and Contribution reports.

The *Missing Member Report > 60* from the **Miss MBR > 60** tab in the *Exception Queue* contains the following information, as shown in Figure 3:

- Pension ID (PID)
- SSN (partial)
- Last Name
- Last Pay Period End Date – this is the last date that a W&C was submitted for this member
- Resolve By Date – this is 60 days from the Last Pay Period End Date
- ERROR – this is a brief explanation of the error causing the W&C not to process

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- Action – this is a link to the *Terminate Member* dialog box. See the [Missing Member Corrections in ERM](#) section of this document for details.

NOTE: Information: Records older than 90 days may result in the inability to submit future Wage and Contribution reports.

Missing Members Between 60 and 90 Days

An auto-generated email (*Missing Member Enforcement*) is sent to the employer notifying you that you need to check your dashboard because you have entries in the *Missing Member Exception Queue*.

Missing Members Over 90 Days

An employer with missing members over 90 days will cause the employer to be blocked. See the [Missing Members Blocked](#) section of this document for details.

Missing Members Blocked

In this situation an employer will be blocked from proceeding with any regular wage and contribution submissions. Adjustments will be allowed because this is one of the ways that the missing member situation can be resolved.

Upon attempting to upload or enter regular wage and contributions you will receive a message notifying you that this process is blocked. In order to resume regular wage and contribution activity you must assess and resolve your missing member situation. Common resolutions involve making wage and contribution adjustments, terminating the member, entering a qualifying life event, etc.

If you have questions about how to resolve a missing member issue, contact the EPPA at (888) 876-2707 (Toll-free) and speak with an ESR.

Missing Member Corrections in ERM

1. Click on the **Terminate Member** link on the *Missing Members > 60 Report*.
2. From the *Terminate Member* dialog box you can enter the **Last Day In Pay** and the **Last Check Date** to formally terminate the member and release the “missing member” record to upload with the other records on the Wage and Contribution Report.

Figure 4: Terminate Member Dialog Box



3. If the member is not to be terminated, but rather, needs to have a Life Event entered to correct the error, follow the instructions on the *Terminate Member* dialog box – **Information: Please go to the Member section to enter any other Life Event.**
4. If the member is not to be terminated, but rather, is missing contributions or adjustments, you must provide the data required to complete the member record and thereby correcting the error and therefore allowing the Wage and Contribution Report to upload.

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NOTE: Your submission unit's wage and contributions will **not** process unless **ALL** of the missing member information (errors) have been corrected. Correcting one instance will not make the difference. If you need assistance, contact the EPPA at (888) 876-2707 (Toll-free) and speak with an ESR. The ESR can assist you in correcting these issues, but cannot make the corrections or entries for you.